



PRODUCT: PORTABLE & PLUS

SERVICE ADVISORY # 040

DATE: December 1, 1985

## Subject

COMPAQ® WILL NO LONGER OFFER FULL-HEIGHT 360-KB DISKETTE DRIVE,  
(P/N 101017-001)  
SALE (\$75 U.S.) ENDS JAN. 1, OR WHILE SUPPLY LASTS

In keeping with our service philosophy of providing the latest version of COMPAQ Quality Parts to ensure customer satisfaction over the life of our products, COMPAQ Computer Corporation is replacing the Full-Height, 360-KB Diskette Drive, P/N 101017-001 spare part, with the Half-Height, Full-Bezel, 360-KB Diskette Drive, P/N 101421-001 spare part.

### REPAIR/EXCHANGE:

Part Number 101017-001 (Full-Height) is not accepted for out-of-warranty Repair/Exchange, per Service Advisory # 030, dated July 22, 1985. These parts will be returned to sender.

Part Number 101421-001 (Half-Height, Full-Bezel) is accepted for Repair/Exchange.

### SALES ORDERS:

All orders placed for the Full-Height, 101017-001 Diskette Drive after January 1, 1986, will be filled with the replacement Half-Height, Full-Bezel, 101421-001 Diskette Drive, so please order properly.

### WARRANTY RETURNS:

90-Day Spare Part Only Warranty returns will be accepted for the Full-Height, 101017-001 Diskette Drive through May 1, 1986. Please be certain such diskette drives are still under warranty, and the Service Invoice is completed properly. If the warranty claim is valid, we will ship you a replacement 101421-001 Diskette Drive. Other types of warranty returns will not be accepted.

### SERVICE OPTION, EXTENDED COVERAGE OPTION RETURNS:

Full-Height, 101017-001 Diskette Drives returned under valid COMPAQ Service Options and Extended Coverage Options will be accepted and replaced with the Half-Height, Full Bezel, 101421-001 Diskette Drive.

#### COSMETIC CONSIDERATIONS:

There may be a few instances in which a customer has an early-model Dual-Drive COMPAQ Portable Computer, and one of the two Full-Height 360-KB Diskette Drives needs replacement. The replacement part uses a latching lever, rather than the flip latch. If a customer insists on having 2 cosmetically similar drives, you can use this opportunity to offer the customer your own special promotion featuring COMPAQ Quality Parts. For example, you may want to offer to replace both drives "for the price of 1-1/2", or, upgrade the unit to a COMPAQ PLUS by selling the customer a COMPAQ 10-MB Fixed Disk Drive Upgrade Option.

#### TECHNICAL CONSIDERATIONS:

The 101421-001 Diskette Drive has several operating tolerance characteristics which differ from the 101017-001 Diskette Drive. The tighter tolerances of the 101421-001 Diskette Drive can, in rare cases, result in erroneous software copy protection track readings. To minimize the slight chance of some difficulty running certain software packages, please follow these guidelines:

1. When replacing one (1) of the diskette drives in a Dual-Drive COMPAQ Portable, place the 101421-001 (latching lever) Diskette Drive in slot B, and the 101017-001 (flip latch) Diskette Drive in slot A.
2. When replacing both diskette drives in a dual-drive system, or if the customer has a single drive system or a COMPAQ PLUS, please run the user's software while testing the replacement diskette drive. If there appears to be a software problem, repeat the test procedure with another 101421-001 Diskette Drive.
3. If software problems persist, call COMPAQ Technical Support at 1-800-231-9977.

**DEALER ACTION:**

Please update your Spares Pricing and Warranty Labor Rate Schedule (Service Advisory #033 dated October 1, 1985) by deleting the U.S. Dealer Price for COMPAQ Part # 101017-001. Please advise all sales and service personnel of this change. If you have any questions, please call COMPAQ Service Administration at 1-800-231-9977.

|               |                |                               |
|---------------|----------------|-------------------------------|
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| A/B:          | COMPAQCOMP HOU | (Houston, TX)                 |
| Telex:        | 898630         |                               |
| A/B:          | COMPAQ TTX D   | (European Headquarters)       |
| 49-89-926-970 |                |                               |
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| A/B:          | COMPAQG        | (United Kingdom Headquarters) |
| 44-1-940-8860 |                |                               |
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| Attn:         | COMPAQ         | (French Headquarters)         |
| 33-6-446-3625 |                |                               |
| 416-449-8741  |                | (Canadian Headquarters)       |
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cc: Store Manager